

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes
Via Teleconference
Wednesday, May 13, 2020
1:00 - 3:00pm

The Elderly and Disable Transit Advisory Committee (EDTAC) met Wednesday, May 13, 2020 at 1:00pm via conference call.

In attendance:

EDTAC MEMBERS:

Blake Roberts, Chair
Amanda Lord
Ken Moore, CHEER
Jim Shiber, DVI
Kathleen McCool, Co-chair
Melissa Martin
Bruce Fisher

DTC Representatives:

Lori Yeager, Paratransit Support Services Manager
Corey Burris, Customer Service Manager
Belinda Strickland, ADA Compliance Specialist
Shannon Lugo, Civil Rights Specialist
Rhonda Perry, Sr. Financial Support Manager
Paul Kulesza, Fixed Route Director
William Lawless, Reservationist Supervisor
Margaret Webb, Paratransit Director
Jesus Negrón, Eligibility Supervisor

Guest:

None

Members Absent:

Catrina Gosine
Debbie Dunlap

Call to Order

Blake Roberts, Chair, started the meeting and the minutes from the March meeting had already been sent to the committee and approved via email.

Round Table Introductions

On Time Performance Data for Fixed Route- Paul Kulesza

Due to the reduce service which started in mid-March the average was 74% which was around the same average back in February. There are 192 runs that is now down to 73 runs and 10 additional Operators. Currently have rear entrance while practicing social distancing and no fare is being taken at this time. New run picks begin Monday, May 17, 2020. Regular service to resume June 1, 2020 with the following guidelines:

- 20 or less people but will add additional buses if there are customers left
- Social distancing
- Fare will resume

On Time Performance for PARATRANSIT- Margaret Webb

The numbers have decreased in April and March however, the On time Performance has increased in April 93.1% above goal transporting 10,363 trips compared to April 2019 there were 53,000 trips. Right now transporting mostly dialysis, essential trips for shopping and work. Operators and passengers must wear face covering. Operators temperature is taken before they can report to work and there are only 2 passengers at a time on the bus.

Updates on Safety Procedures: Operations

- Implemented April 15, 2020 requested all Operators wear face coverings
- No Fare
- Passengers enter rear of bus
- Encourage use of App and customers who cannot use App will be billed which will take place in the next phase.
- Reduce riders on Fixed Route to 50% and send additional buses as needed
- Supplying hand sanitizer, gloves and face mask

Updates from DTC

- **Lori Yeager, Paratransit Support Services Manager**

DTC is looking at doing Pre-Pay which will allow customers to call in and pay with their credit/debit card. When making reservations the fare will be taken from the customers account. Testing will start soon. This will be through another company not DTC. Once the customer schedules a trip the information will go on a white board and the funds will be added to the account and once the trip(s) are booked funds will be deducted. If you cancel a trip the funds will be refunded. The reason DTC plans to do this type of payment is because most transit agencies are doing this already and less contact with money. Customers can still pay by using the App and purchase tickets. Hope to have this available within the next few months. Any issues with an account there will be a number to contact DTC's Finance Department and they will handle all issues.

Open Forum

Adjourn

Next meeting is scheduled for July 8, 2020